

Performance Report

December 2021–January 2022

Activities during reporting period Dec 2021–Jan 2022

RESEARCH

- **Healthwatch Trafford 100** – We continued to receive responses regarding our occupational therapy survey over the December and January months.
- **Learning Disability Services** – We have been working on planning a project about the experiences of service users in the area. The focus will be on what people get from the Learning Disability support day services used.
- **Webinar work with Healthwatch England** – Continued to deliver webinars on survey design and qualitative analysis for the network.
- **Community Diagnostic Centre report** – MFT commissioned us to provide an overview of barriers to health and care service access in the area, this will be used to shape the planning for forthcoming diagnostic centres in Trafford.

COMMUNICATIONS

- The Healthwatch Trafford **How to Complain** guide has been updated following an audit by volunteers. This is a timely update, as we will soon be moving to the new Healthwatch England website format, which will involve a migration of all our content.
- We have been looking to produce new **printed content** and have been working on a new version of our popular flyer all about Complaints, Comments and Concerns.
- We have signed up to take part in an upcoming project with Healthwatch England looking at **Accessible Information**. This is due to begin in February.
- We have continued to meet regularly with the **CQC**, which has allowed us to raise specific issues as they have been told to us and resolve them directly with practices.
- We have improved our **social media training** given to our Youthwatch young volunteers, making sure it is in line with our Digital Engagement and Social Media Policies. The training should give them the skills and confidence to help us communicate online with other young people across Trafford on behalf of Youthwatch Trafford.
- During December and January, our Healthwatch Trafford website was accessed by 15,949 people, and Youthwatch Trafford saw 598 unique page views.

ENGAGEMENT

- Face to face engagement activities were paused during this period due to the restrictions in place to deal with the Omicron variant of Covid-19. We intend to return to these tasks as the situation allows and our Champion volunteers feel comfortable.

VOLUNTEERING

- Our volunteers have met monthly and undertaken a variety of tasks over **68 hours** this period. The tasks have included reviewing our How To guides, mental health service guide, and attending a Public Health Q&A for VCSE on Covid-19.
- Our **Youthwatch** young volunteers undertook Healthwatch Trafford Champion training, refreshed to suit delivery online. This enables them to represent our organisation within their school and at public events.
- Our **total** number of volunteers is **35**, age **14 to 80+**.
- We conducted the **annual snapshot** of our current volunteer pool, gathering experiences and information. The snapshot gives us a view of whether our volunteers reflect the diversity of the borough, where we are doing well with volunteer management, or where improvements are needed. Key points:
 - Most of our volunteers were positive about their experience of volunteering with Healthwatch Trafford. Departing volunteers generally left due to changes in life circumstances and all would recommend volunteering with our organisation.
 - We will reopen recruitment without heavy promotion, taking on new volunteers as they approach us (if suitable) and making clear face to face tasks are still paused. We will refocus our efforts on creating meaningful projects in which volunteers can participate in and seek engagement and research tasks.
 - The location and ethnicity of our volunteers has become more reflective of our local population since we began monitoring four years ago but we continue to lack representation from Black and Asian communities and people living in the west of the borough.
 - We will continue our monthly zooms and news bulletins for volunteers. We will seek to restart face to face meetings as soon as most volunteers are comfortable doing so.
 - We will look for further online training/awareness opportunities for volunteers.
 - We will remind volunteers that one to ones with the Volunteer Officer are available on request.
- We will incorporate these lessons into our Volunteer Strategy for 2022-23.

"I feel very proud to be part of the team and think that you are all doing a fantastic job given the difficult circumstances. Well done!"

From the Trafford community

KEY CONCERNS

- As before, **Dentistry** remains an important issue. Healthwatch England released a report in December looking at the state of dentistry which utilised data from local Healthwatch. We received 8 related enquiries between Dec 1, 2021 and Jan 31st, 2022. It is worth noting that we received fewer enquiries over the Christmas period in 2021.
- We have received several emails from people having difficulty with the administration teams at their **GP practice**.
- A concern regarding the availability of the **booster vaccination** was resolved following a discussion at the Trafford Vaccination Board where communication issues were addressed, and good quality information was made more readily available to Trafford residents.

RECOMMENDATIONS

- At this time, all recommendations made by us in our investigations and reports have been actioned or responded to by the relevant organisations

PERSONAL STORIES

We heard from a patient who had a difficult experience with a local GP surgery. The patient had two NHS numbers and the reception staff felt unequipped to deal with the issue, and the patient's language communication needs were not being met.

Healthwatch Trafford contacted the local Care Quality Commission inspector, who in turn discussed the matter with the surgery. They issued an official apology to the patient and were able to help get them registered and seen.

This is one of many incidences of Healthwatch Trafford working in partnership with other organisations and regulatory bodies to improve care for local residents.

Strategic updates

STRATEGY

- We joined the People and Communities GM workstream aimed at developing a high-level approach to public involvement. This will require a multi-faceted approach appropriately resourced. A range of public involvement toolkits and enabling frameworks are both desirable and necessary and should be consulted upon to ensure effective public involvement at all levels in the ICS.
- All 10 Healthwatch met with Warren Heppolette and Rob Bellingham in December for a general update and to discuss priorities. They suggested ongoing meetings would be useful.
- As previously indicated, we have begun the process of developing a GMHW strategy and Healthwatch England have funded AQuA to help us with this work. We have had several workshops and will send out our draft strategy to key stakeholders for comment before it is formally launched. As part of this we have revised our governance arrangements to ensure more joined up work on shared priorities and we are hoping to establish a single point of access to make things simpler for our partners.
- Our chair attended the GM Quality Board which looked at a deep dive of 'never events'. There was also some discussion around creating an ICS mental health quality board, but this will require Business Intelligence and project management support.
- I was also interviewed as part of the LGA review of our Health and Wellbeing Board.
- The recurring theme of improving mental health services for children and young people continues unabated. We are seeing on several fronts the difficulties that are being experienced by the public who are Trafford residents but who access services in Manchester. This impacts several services, and we will expand on this in a future update.
- We are also progressing our Trafford strategy to complement the GM strategy.

FUTURE PLANS

- Starting in February, we will be looking to produce our workplan for the next financial year. Our intention is to use a public survey to partially inform this and gather intelligence about local concerns.
- We will be opening recruitment for a Volunteer and Engagement Officer in March.

